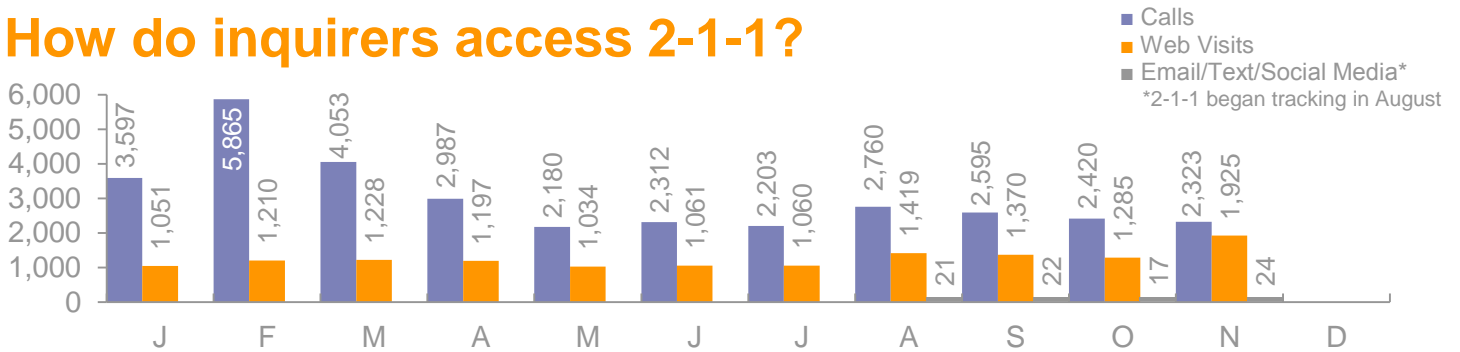


PENNSYLVANIA 2-1-1 EAST

NOVEMBER 2016
REGIONAL REPORT

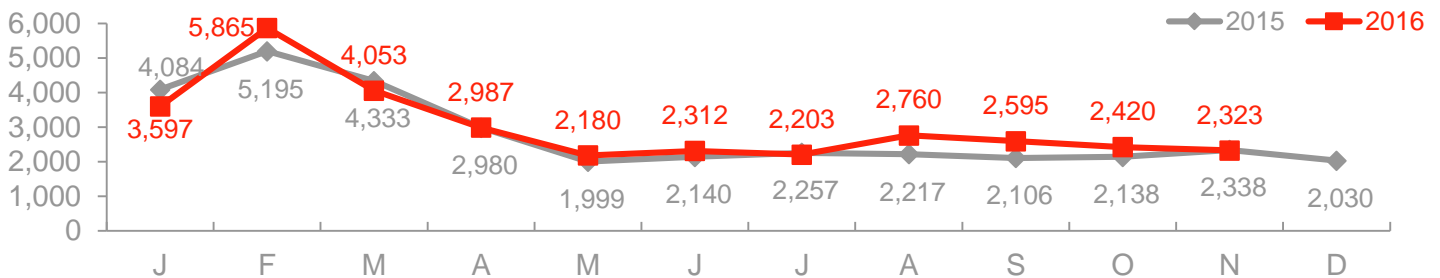
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

How do inquirers access 2-1-1?



This month, 2-1-1 provided resource information **4,272** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

How do we compare to last year?



This month, 2-1-1 received **2,323** calls for health and human services. This resulted in a **4.01%** decrease in calls over last month and a **0.64%** decrease over the same month last year.

What needs do 2-1-1 inquirers have?

TOP 5 CALLER NEEDS



2-1-1 specialists recorded a total of **2,363** caller needs. The top 5 needs displayed represent **36%** of the total requests.



County of Northampton

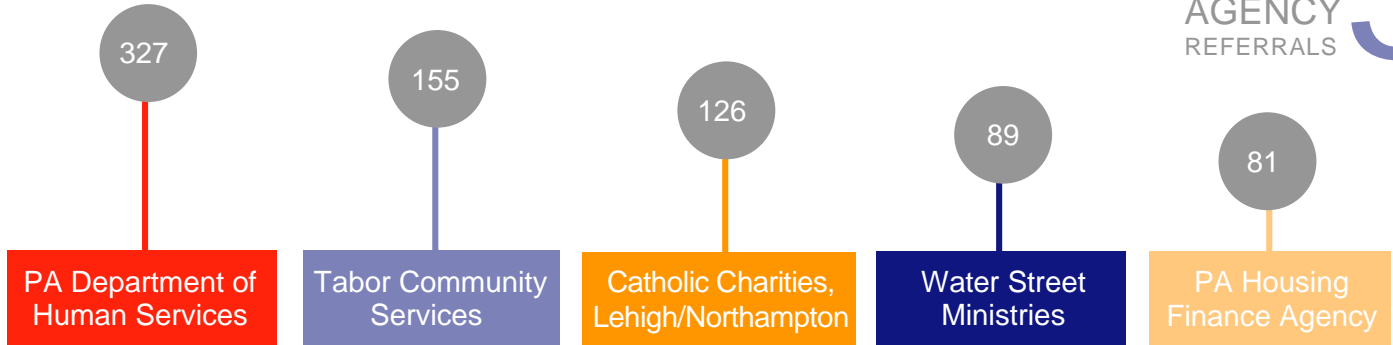
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What referrals do inquirers receive?

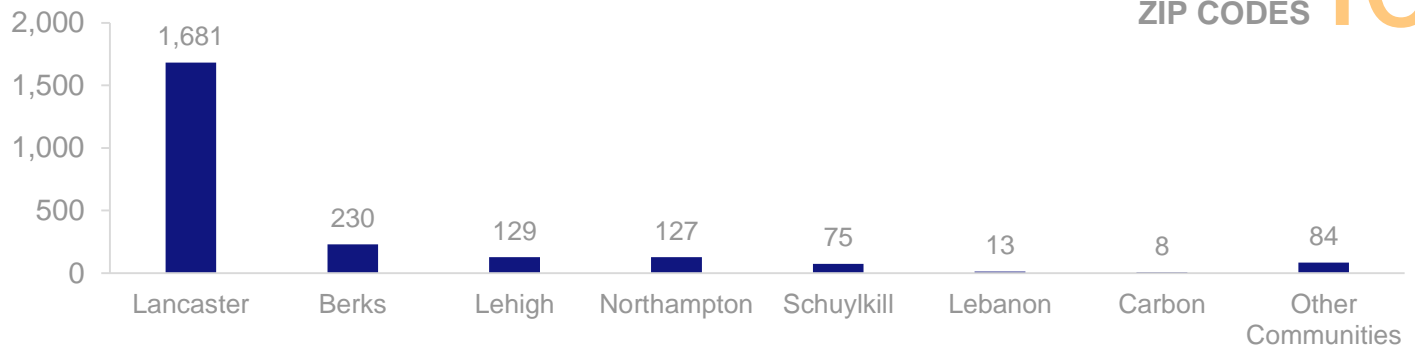
TOP 5
AGENCY
REFERRALS



2-1-1 made referrals to **760** programs/services through **454** individual agencies that serve Berks, Carbon, Lancaster, Lebanon, Lehigh, Northampton, and Schuylkill County residents.

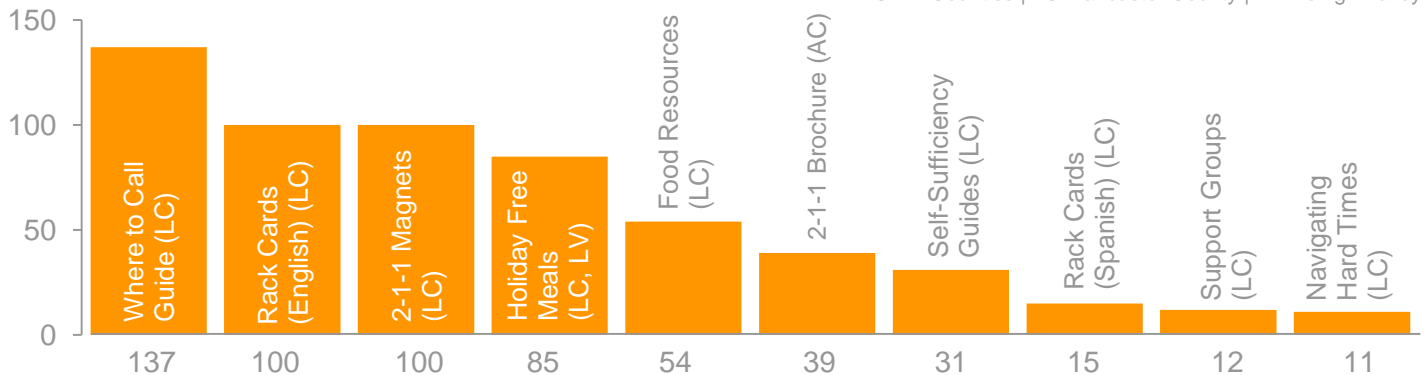
Where do 2-1-1 inquirers live?

TOP 10
ZIP CODES



What 2-1-1 materials are most requested?

AC: All Counties | LC: Lancaster County | LV: Lehigh Valley



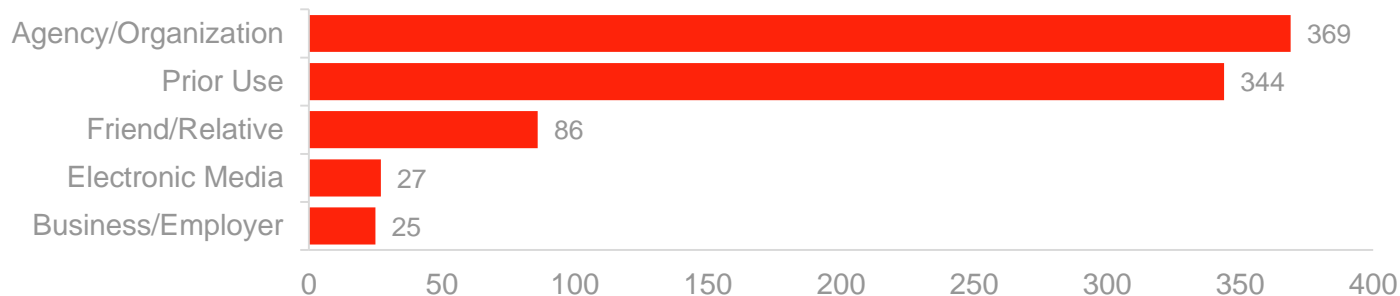
County of Northampton

PENNSYLVANIA 2-1-1 EAST

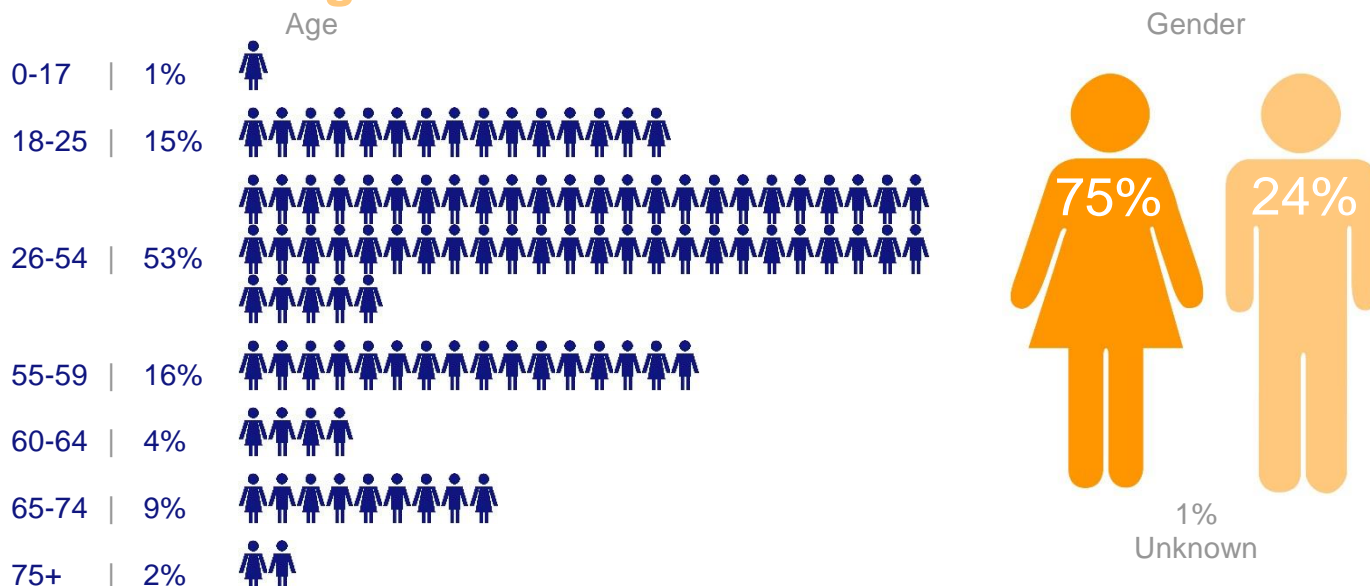
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How did inquirers hear about 2-1-1?



Who is calling 2-1-1?



What are potential service gaps?

There are times when a specialist is not able to refer for the inquirer's specific need.

This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", the 2-1-1 specialist explores other resources and services that may be of assistance.

Top unmet needs

| | |
|---|----|
| Rent Payment Assistance | 74 |
| Community Shelters/Transitional Housing | 54 |
| Holiday Gifts/Toys | 30 |
| Thanksgiving Baskets | 21 |
| Rental Deposit Assistance | 15 |